MARIN COUNTY DEPARTMENT OF HEALTH AND HUMAN SERVICES DIVISION OF AGING SERVICES

ANNUAL REPORT FY 2004-2005

Supporting Services that Assist Older Adults in Marin To Live Long and Live Well

Marin County Division of Aging10 N San Pedro Road, Suite 1012, San Rafael CA 94903 (415) 499-7396 www.co.marin.ca.us/aging

ACKNOWLEDGEMENTS: MARIN COUNTY COMMISSION ON AGING

Marin County Division of Aging is strengthened by the commitment and expertise of the Marin County Commission on Aging. Our Commissioners are accomplished specialists in many areas of aging services. Their dedication and competency enhances our advocacy and development of a responsive system of community services. On behalf of Marin County, the staff of the Division of Aging join in their appreciation of this valuable resource.

Mary BAILOR (Dist. 1)

Appointed 2001.Vice-President Alzheimer's Association, North Bay Chapter. Consultant in nonprofit and volunteer program management. Former Executive Director of the Volunteer Center of Marin.

Daniel BEITTEL, M.D. (San Rafael)

Appointed 1995. Psychiatrist in private practice in Marin since 1967. Former Medical Director, Marin Community Mental Health Services. Currently consultant to SNF, Senior Access & Social Security.

Marjorie BELKNAP, M.D. (Dist. 4)

Appointed 1995. Medical Care Consultant; practiced internal medicine, 1955-1987; past President, Marin Medical Society, Marin County Heart Association; member, William Babcock Endowment Board of Directors.

Loraine BERRY (Ross)

Appointed 1995. Retired dental hygienist and amateur mycologist. Serves as docent at the California Academy of Science.

Eleanor BLOCH (CSL)

Elected 2004. Co-founder and Coordinator of the County's Mediation Services. Served the County for more than 25 years. Director, Marin City Community Development Corporation.

Allan BORTEL (Tiburon)

Appointed 2002. Retired investment banker, securities analyst and owner of an investment company. Volunteer computer teacher at the Redwoods.

Marion BRENNAN (Mill Valley)

Appointed 2004. Worked at University of California, San Francisco, (8 years) and Kaiser's Department of Psychiatry for 25 years, currently with Marin General Hospital's Older Adult Program for those 55 years and older with a variety of psychiatric disorders.

Andrea FEIT-DOUGAN (Dist. 3)

Appointed 2003. Retired rehab counselor, fundraiser and social services publicist. Serves on the Marin County Disabilities Committee.

Alice DRAA (Belvedere)

Appointed 2004. Former senior center director, retired educational advisor and coordinator of programs and classes for older adults with Oakland Unified School District.

Robert GALLIMORE (CSL)

Elected 2002. Current resident manager of a senior/disabled complex and Marin Housing Commissioner. Member California Senior Legislature.

Stanley GREEN (Dist. 2)

Appointed 2003. Principal, Stanley F. Green, LLC, Registered Investment Advisor Board Member and Treasurer, Center for Volunteer & Nonprofit Leadership of Marin Former advisor to Support Services for Elders, Marin.

Chris HARRINGTON (Dist. 4)

Appointed 2004. Former owner of a real estate brokerage. Stinson Beach Fire District Commissioner, past member and past president, Board of Directors, West Marin Senior Services.

Catherine LEE, Ph.D. (Dist. 1)

Appointed 2003. Clinical Geri psychologist and consultant, Over 60 Health Centers, Berkeley and East Oakland and Alzheimer's Association, Marin. Private psychotherapy practice, Marin and North Bay.

Patricia LEWIS (Dist. 5)

Appointed 1993. LITA volunteer coordinator at Novato Convalescent Hospital; National LITA Association; Novato Independent Elders, Disaster Preparedness and Fall Prevention Programs, Red Cross volunteer.

Hope McCRUM (Sausalito)

Appointed 2003. Former coordinator of the Marin Senior Fair and co-founder of HICAP. Elderhostel resident coordinator.

Roberta MICHELS, M.S. (Dist. 2)Appointed

1998. Marriage & Family Therapist. Director Drake High School Scholarship Foundation; former trustee of San Anselmo and Ross Valley School districts.

Nancy PETERS JANOVER, Lt. Col. USAFR (Ret.) (Fairfax)

Appointed 2002. Retired HR professional. Member, County Personnel Commission, Northern California Human Relations Council and Vision Impaired of Marin volunteer.

Roberta ROMEO, Ph.D. (Novato)

Appointed 1992. Associate Professor, School of Nursing, University of San Francisco. Who's Who in American Nursing 1989-1998. Clinical Specialist in Geriatric Nursing.

Nancy SANGSTER (Dist. 5)

Appointed 2005. Volunteer on numerous boards, including the Buck Institute, Novato Community Hospital, Novato Parks & Rec. Commission.

Patricia TOBIN (Corte Madera)

Appointed 2005. Former Deputy Public Guardian for Santa Cruz County, a Patient's Rights Advocate for Monterey & Santa Clara Counties, and has practiced elder law in Marin since 1992.

Jo Anne WEBER (Larkspur)

Appointed 1997. Retired Social Worker, San Francisco Adult Services. Board, Marin IHSS Public Authority; member, American Society on Aging.

Ruth YOUNGQUIST (Dist. 3)

Appointed in 1994. Previous experience as research coordinator, Buck Institute for Age Research; gerontology graduate from Sonoma State University, CA.

OUR DIVISION STAFF: MARIN COUNTY DIVISION OF AGING

Nick Trunzo, L.C.S.W.

Director, Division of Aging

Nick joined the Division as Director in 2005. As a tenured professional with the Department of Social Services, and as a manager in the Area Agency on Aging in San Diego County, Nick brings a wealth of knowledge and experience to the Division.

E-Mail: ntrunzo@co.marin.ca.us

Annette Gent, M.P.H.

H&HS Projects Coordinator E-Mail: agent@co.marin.ca.us

Pat Wall, M.P.H

H&HS Projects Coordinator E-Mail: pwall@co.marin.ca.us

Annette Gent and Pat Wall provide staff support to the various community and county committees and tasks forces that focus on aging services, including the Marin County Commission on Aging (MCCOA). Pat and Annette also develop, monitor and evaluate the diverse service contracts administered by the Division.

Division of Aging Location:

10 North San Pedro Road, Suite 1012, San Rafael, California 94903 Telephone: (415) 499-7396 Web site: www.co.marin.ca.us/aging

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INTRODUCTION

The mission of the Division of Aging is to promote the quality of life and independence of disabled and older adults in Marin County. The Division works collaboratively with 20 community based service providers and in partnership with its advisory board, the Marin County Commission on Aging.

The Commission on Aging provides information to older adults and advocates for services that enable older adults to live with dignity. The Commission's core purpose is to make life better for older adults. Together our Division, the Commission, and our community based providers share the vision as expressed in our Strategic Plan: *Live Long, Live Well*.

We believe that older persons should be entitled to enjoy their later years in health, independence and dignity... They should be offered an array of accessible, quality service choices... We believe that the right mix of community services, working in concert with one another and with adequate funding will be able to fulfill older adults' overwhelming desire to stay in their own homes until the end of their lives. Finally, we believe that only by creating communities that value older persons can we realize the vision of living long and living well in Marin.

Live Long, Live Well: A Strategic Plan, p 4

According to the US Census in 2000, close to one out every five persons in Marin County was over age sixty. The census also reports that the number of persons 85 years of age or older increased by more 60% since 1990. This oldest group, persons 85+, is most likely to need assistance with simple "activities of daily living" and is the most vulnerable for age-related dementia and elder abuse.

In Marin County our older adult population is generally well-educated, high functioning, healthy, independent and a tremendous resource to the community. The Division of Aging and its advisory council, the Marin County Commission on Aging is guided by our clear understanding of the strengths, challenges, needs and resources of our aging society in Marin County.

This Area Plan Year-End Report for Fiscal Year 2004/05 measures the progress the Division and Commission have made towards the four major goals we established in July 2001, the start of a four-year strategic planning cycle. It also describes the number and characteristics of those served by community providers during the year. This report focuses on activities undertaken in working toward the following four goals:

- To ADVOCATE on behalf of Marin's older adults on a number of identified priority issues in the areas of long-term care, health, affordable housing and legislation.
- TO PROVIDE LEADERSHIP IN DEVELOPING COMMUNITY PARTNERSHIPS among local government, community-based organizations, and consumers to further develop a collaborative system of services.
- To FOSTER THE DISSEMINATION OF INFORMATION on topics of concern to older adults in Marin and their families in order to facilitate timely access to services and promote greater understanding of key issues impacting older adults.
- To create an integrated system of community BASED PROGRAMS AND SERVICES that promote independence and choice for older adults and persons with disabilities in Marin County.

This report summarizes the broad array of tasks, activities and objectives which support the goals of our four year plan. While the Division strives to achieve quantifiable outcomes, we recognize that the work of the Division is essentially process driven. During the 2004-2005 fiscal year, the Division continued to advance our plan through the ongoing administration, monitoring and evaluation of 24 contracts and 20 community-based service providers.

We thank our community partners for their dedication to collecting comprehensive and accurate client data in order to measure our effectiveness in understanding and meeting community needs.

ACCOMPLISHMENTS

This year, our Division of Aging made significant contributions toward achieving its stated four-year goals. Following are some of the highlights from the entire four-year period and more specifically from FY 2004/05.

ADVOCACY

♣ In the past four years, the Elder Abuse Task Force has successfully mobilized a community partnership, including the District Attorney's office, Adult Protective Services, Legal Aid and Elder Financial Protection Network. This Task Force works against elder

Planning for the development of Marin County's FAST Team is a significant accomplishment, and will increase our ability to identify and stop financial abuse of elders.

abuse in the county and has begun work on the creation of a FAST (Financial Abuse Services Team). They have initiated law enforcement personnel training on the identification and reporting of elder abuse, and have conducted several community education forums, including cinema public service announcements and educational workshops.

♣ In FY 2004/05, the Marin County Commission on Aging (MCCOA) and the Housing and Transportation Committee sponsored two community forums and advocated for the successful passage of Measure A - a transit sales tax measure that passed in November to generate transit specific funding. The Committee's chair then represented the MCCOA on the Advisory Council to develop a short-term spending plan for Measure A revenues.

LEADERSHIP IN DEVELOPING COMMUNITY PARTNERSHIPS

♦ The Division developed a Chronic Disease Prevention and Management program, initiated

by a California Department of Aging Long Term Innovation Grant in 2001, by creating *Project Independence*, a volunteer-based hospital-to-home support program, in collaboration with local hospitals, and successfully piloting a *Healthy Housing* program in collaboration with local housing complexes and initiating a *House Calls* program in collaboration with the Division of Social Services and a local community clinic.

The Healthy Aging Symposium sponsored by the Division, the Commission and local hospitals introduced over 200 older adults to experts in the field of disease management and prevention. This successful event is one that Marin County partners wish to replicate.

♣ In FY 2003/04 and 2004/05, the Division of Aging, the Marin County Commission on Aging, Kaiser Permanente and Marin General and Novato Community Hospitals, co-sponsored a *Healthy Aging Symposium*. This health education event featured experts in prevention and disease management. In

- 2004/05, the event was day-long and attended by over 200 older adults. This collaboration has led to the development of a community partnership between the Division and local hospitals, eager to cosponsor similar events on an annual basis.
- → The Division partnered with the Marin Community Foundation and leveraged federal funds to expand the National Family Caregiver Support Program. This program was successfully implemented in Marin County in January 2002 and was expanded to additional community partners in 2004, after a second successful competitive bid.

INFORMATION DISSEMINATION

- → The Division and MCCOA annually assists in the coordination of the Marin County Senior Information Fair, a day-long event that showcases over 100 trade booths, flu shots and entertainment, to approximately 4,000 older adults.
- → Marin County Commission on Aging presented information to the general public on a wide variety of topics at their monthly meetings throughout the four-year cycle, published informative and educational articles in their quarterly newsletter, *Great Age*, and produced high-quality, interesting topics on older adult issues, on their monthly cable TV show, *A Time* For All Ages, recipient of two Hometown Media Awards.
- ♣ In collaboration with the Alzheimer's Association the Division updated and republished the Dementia Resources in Marin County information card and facilitated a discussion round table on service resources at the annual Alzheimer's Education Conference in November 2004.
- ♦ In FY 2004/05, the Older Adult Fall Prevention Task Force designed and distributed an educational brochure on how older adults can prevent falls, to over 75 physician's offices throughout the county of Marin.

The Older Adult Fall Prevention Task Force conducted a countywide public education campaign to prevent and reduce the number of injuries to older adults resulting from falls.

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OUR PROGRAMS

The Division of Aging supports a variety of services that are provided by a network of local non-profit organizations and governmental agencies throughout Marin County. We support the following programs:

Adult Day Services

Adult Day Services include both the Alzheimer's Day Care Program and Adult Day Health Care. These vital services provide appropriate day care services for persons with Alzheimer's and other dementias as well as day health care. Services are provided by Senior Access, located in Novato. Telephone: 897-6884

Case Management

Coordination and monitoring of service delivery to older persons and persons with disabilities to maintain independence and are essential to the array of services supported by the Division. Through developing a broad-based approach to case management, the Division ensures that all services provided within the community can be seamlessly accessed by older adults, regardless of where and what type of service represents their entry point into our system of care. Contracted Case Management services are provided by two agencies in Marin County: Jewish Family and Children's Services and West Marin Senior Services.



Family Caregiver Support

Emotional support, education, training and respite care for family caregivers and grandparents is essential to our goal of ensuring elder independence and in-home care. Family Caregiver Support is provided by the Alzheimer's' Association, 472-4340; Jewish Family and Children's' Services, 491-7960; Family Caregiver Alliance, 434-3388; Senior Access, 491-2500; Catholic Charities, 507-4244; Lighthouse for the Blind and Visually Impaired, 258-8496; Marcus Small, and West Marin Senior Services 663-8148.

Health Insurance Counseling

Information and counseling on Medicare, Medi-Cal, managed care and long-term care is provided by the Health Insurance Counseling and Advocacy Program (HICAP) at Senior Advocacy Services. HICAP is helping consumers to understand the new Medicare Part D prescription coverage plan. Call: 1-800-434-0222.

In-Home Services Registry

The In-Home Service Registry provides home care worker referrals to assist older persons to remain in their own homes. All workers are pre-screened by the Marin Center for Independent Living. Telephone: 459-6245.

Senior Information and Assistance

The Senior Information and Assistance service is provided by Marin Housing Authority. The service links older adults and their family members to appropriate services by providing information and referrals. Calls are answered personally during business hours and a message line is available week-ends and evenings. Any service in our constellation of care can be accessed through the Information and Assistance Line. Call: 457-INFO (4636).

Legal Services

Legal assistance services provide older adults with legal assistance and education on older persons' rights, entitlements and benefits. Legal Aid of Marin provides this service and can be reached at 492-0920.

Long Term Care Ombudsman

Ombudsman services ensure the elder rights and provide protection to older persons at risk for abuse, neglect or exploitation living in long-term care facilities. Long Care Ombudsman services are provided through the Division of Social Services at 499-7446.



Multicultural Services

Multicultural services assist older persons of color through the provision of outreach and other services in the community. We support outreach programs to the Asian, Latino and African-American communities in San Rafael and Marin City. In Marin City, multi-cultural services are provided by Marin City Community Services District at the Marguerita Johnson Senior Center 332-9232; In San Rafael, services are provided by Marin Senior Coordinating Council, (Whistlestop) Telephone: 456-9062.

Nutrition Services

Nutrition Services maintain and improve nutritional health and social well-being. Appropriate nutrition services, such as home delivered meals, congregate meals, and "Brown Bag" supplemental grocery services ensure that older adults can be supported nutritionally. Whistlestop provides home delivered and congregate meal services at various sites. Telephone: 456-9062.

Brown Bag – grocery services are provided by the Marin Community Food Bank. Telephone: 883-1302

Older Workers Employment Program

The Older Worker Employment program serves low-income adults, 55 and older. This program provides training and placement in subsidized employment with the goal of transitioning older workers into full, independent employment. Community Action Marin provides this service. Telephone: 485-1489

Preventive Health Care

Preventive Health Care improves physical health through the health screening and education of older adults. Provided by Marin County Department of Health and Human Services, Division of Public Health Nursing Telephone: 473-6353.

Project Independence



Project Independence involves linking trained volunteer advocates to vulnerable older adults at the point of discharge from local hospitals. The program supports short-term transitional support for those in the community that require practical support during the critical time between hospitalization and independence. Project Independence is operated by the Division of Aging: 507-2836.

Transportation Services

Novato Human Needs Center provides transportation in North Marin. Transportation assists older persons in obtaining services. Telephone: 897-4147

Senior Companion Program

Northern California Presbyterian Homes and Services operates the Senior Companion program, which provides tax free stipend volunteer opportunities for older adults to support and provide companionship to homebound older adults. Telephone: 464-1767.

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OUR COMMUNITY SERVICE PROVIDERS

The agencies and organizations that serve under contract with the Division of Aging work creatively and cooperatively to ensure that Marin's aging and older adults receive care that is accessible, relevant and responsive.

PROVIDER	LOCATION ADDRESS	CONTACT /
		TELEPHONE
Alzheimer's' Association	4340 Redwood Hwy,	472-4340
	Suite D-314	
	San Rafael, CA 94903	
Catholic Charities	One Vincent Drive,	J. Collins, Aging Program
	San Rafael, CA 94903.	507-4244
Community Action Marin	809 Lincoln Ave.	455-1489
Facility Occupies Allians	San Rafael, CA 94901	A Roland: 721-2975
Family Caregiver Alliance	180 Montgomery Street	434-3388
	Ste 1100	
LICAD Sr Advessor	San Francisco, CA 94104	1-800-434-0222
HICAP – Sr. Advocacy	3262 Airway Dr, #C Santa Rosa, CA	1-000-434-0222
Jewish Family and Children's	600 5th Ave	491-7960
Services	San Rafael, CA 94901	471-7700
Legal Aid of the North Bay	30 N. San Pedro, #220	492-0920
20ga: 7 ii a 01 ii io 110 iii 2a j	San Rafael, CA 94903	1,2 0,20
Lighthouse for the Blind & Visually	Marin: 1137 4th Street	258-8496
Impaired	San Rafael, CA 94901	
Marin Center for Independent	710 4th Street	459-6245
Living	San Rafael, CA 94901	
Marin City Community Services	640 Drake Ave.	M J Senior Center
	Marin City, CA 94965	332-9323
Marin County Public Health	899 Northgate Dr, #415	Elaine Weston
Nursing	San Rafael, CA 94903	473-6353
Marin Department of Social	10 N San Pedro, St1024	499-7446
Services – Ombudsman	San Rafael, CA 94903	455 (4404)
Marin Housing – INFORMATION &	4020 Civic Center Drive	457-INFO (4636)
ASSISTANCE	San Rafael, CA 94903	4/4 17/4
Northern California Presbyterian Homes and Services	Marin: The Tamalpais	464-1764
nomes and services	501 Via Casitas Greenbrae, CA 94904	
Novato Human Needs Center	1907 Novato Blvd	897-4147
NOVALO FIGURALI NECUS CEITLEI	Novato Ca 94947	07/-414/
Senior Access	650 Las Gallinas Road	897-6884
Alzheimer's Day Center	1905 Novato Blvd	377 3331
West Marin Senior Services	PO Box 791	663-8148
	Pt. Reyes, CA 94956	
Whistlestop	930 Tamalpais Ave	456-9062
	San Rafael, CA 94901	- I

WHO WE SERVED FY 2004/05

The Division of Aging thanks our community based partners, whose efforts to collect accurate and comprehensive data about whom serve assists us in meeting our reporting requirements to the federal and state government, as well as understand who we are reaching locally, and how effective our programs are in meeting the needs of the community.

An estimated 6,967 older adults (not an unduplicated count) were served in Marin County in FY 2004/05 by community-based organizations funded by the Division of Aging. Not all of these individuals were "registered," which includes the capturing of an unduplicated count and the collection of certain critical demographic and functional characteristics at the individual level. A profile of the 2,466 registered individuals revealed the following characteristics:

- ♦ The 'typical' person receiving supportive services in the home is a Caucasian woman, aged 78 years old, living in San Rafael.
- ♦ Sixty-nine percent (69%) of those we served were women.
- ♦ The youngest person served was 21 and the oldest person served was 105 years old.
 - The median age was 78 years of age. Over half of those served were aged 75 or older. Thirty percent of persons served were over the age of 85.
- → Twenty percent of participants were non-white.
- Thirty-seven percent had some limitation in Activities of Daily Living, such as feeding or bathing.
- Thirty-one percent of persons screened were identified at high nutritional risk.
- ★ Twenty-one percent of persons were living in poverty, that is, with incomes at or below the Federal Poverty Level (FPL=\$9,310 annually for a single person

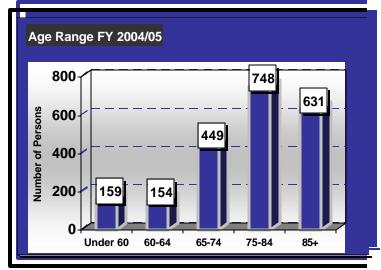


Figure 1

- and \$12,490 for a couple in 2004). Forty-one percent of persons of color were living in poverty.
- * Thirty six percent lived alone; 63% of those who lived alone were age 75 and over, 76% were women.

Continuing review of the characteristics of those we serve is essential to our planning and identification of needed services.

Note: Data for registered individuals only (n=2,466)

GENDER OF THOSE SERVED:

Close to 70% of those that receive our services are female, reflecting the fact that there are more older women than men in our community.

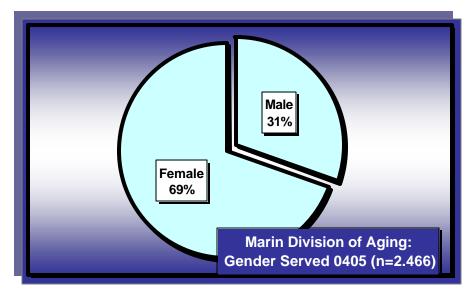
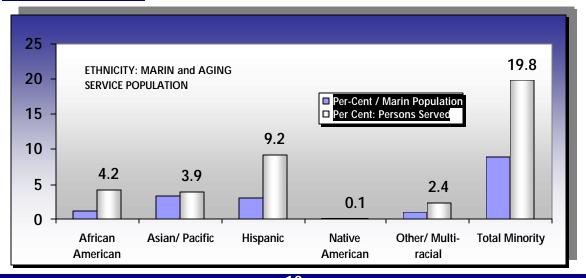


Figure 2

Table 1: ETHNICITY OF PERSONS SERVED:

Race / Ethnicity	Per-Cent / Marin Population	Per Cent: Persons Served
African American	1.3	4.2
Asian/ Pacific	3.4	3.9
Hispanic	3.1	9.2
Native American	.1	.1
Other/ Multi-racial	1	2.4
Total Minority	8.9	19.8
Non-Minority	91.1	80.2

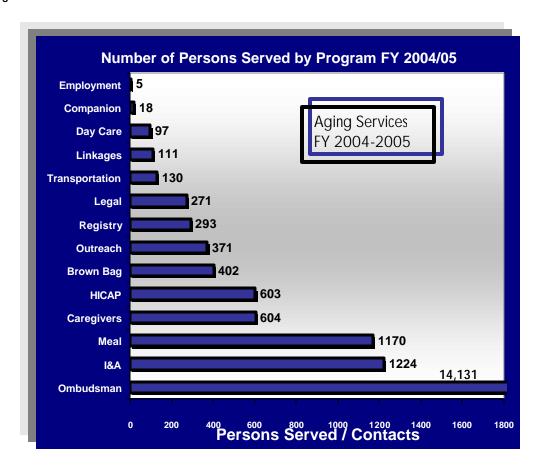
Our service population is strongly diverse and represents a greater proportion on minorities that does the general population in Marin County.



NUMBER OF PERSONS SERVICED BY DIVISION PROGRAMS: FY 2004-2005

The level of services provided by Division programs reflects the need within the community. Ombudsman service calls were provided to 14,131 (duplicated) persons. Meals represented another large need within the community, will 1,170 meals served, and 402 persons receiving Brown Bag grocery delivery from the Community Food Bank.

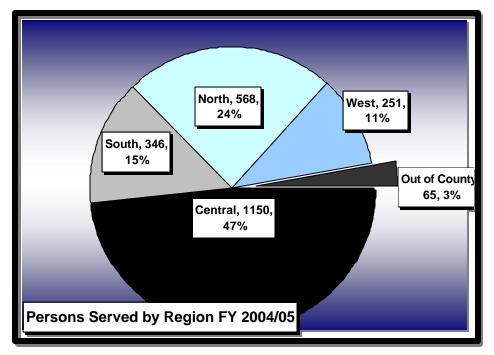
Figure 3



PERSONS SERVED BY REGION

Of the 2,455 persons where town of residence was known, 47% (1,153) come from central Marin County. Of that group, 69% live in San Rafael. Southern Marin represented the residential region for 15% of our service population, (or 368 persons). In that region, the majority come from Mill Valley (n=158) and Marin City represented 77 persons. In West Marin, 270 persons were provided service – of this rural region, 86 identified Point Reyes Station as their town of residence and the remaining 184 were dispersed among the villages and town in our most rural service region.

Central Marin	South Marin	West Marin	North Marin	Out County
47%	15%	11%	24%	3%
1154	368	270	589	74



71% of our service population resides in the populated 101 corridor. This data is helpful in identifying service sites, planning transportation services and recruiting our volunteers.

Figure 4

Marin County Cities and Town by Region				
Central	South	West	North	
San Rafael, Corte Madera, Fairfax, Greenbrae, Kentfield, Larkspur, Ross, San Anselmo	Mill Valley Belvedere, Tiburon, Sausalito, Marin City	Bolinas, Dillon Beach, Forest Knolls, Tomales, San Geronimo, Woodacre, Inverness, Lagunitas, Marshall, Nicasio, Point Reyes, Stinson Beach	Novato , Ignacio	

IDENTIFIED TARGET POPULATION IN MARIN COUNTY BY DIVISION OF AGING FUNDED PROGRAM AREAS: FY 2004-2005

The Division of Aging serves identified target populations. These include: low income minority, low income/minority, persons aged 75+ years, and the older rural population.

The following table illustrates proportions of persons from these target groups for both the Marin County population and for our Division service population.

Table 2:

TARGET POPULATION / TARGET SERVED BY DIVISION PROGRAMS FY 04-05					
Target Population	Number Us Census	Population 60+ PerCent(%)	Number Served Division of Aging FY 04-05	Per-cent (%) Served by Division *	
Low Income [US Census]	1,900	4.3%	1,618	34%	
Minority	3,971	8.9%	747	16%	
Low Income / Minority	300	.7%	533	11%	
Age 75 +**	16,641	37.3%	2,397	51%	
Rural	2,140	4.8%	186	4%	

*Method: ** For Service Population, the percentage is adjusted to include only those for whom complete information was available. This excludes: Information and Assistance, Legal Assistance, Transportation and Hi-CAP. Sample included here totals N=4,739. Persons may be duplicated within and across categories.

Low Income: At or below Federal Poverty Level, (FPL) Defined as \$8,980 Individual; \$12,320 couple.

^{**} Age: Age alone is not the sole or best indicator of the need for services. A better indicator is disability. The US Census 2000, reports a total of 9.908 disabled persons 65 years or older in Marin County this represents 29.6% of Marin's 65+ population.

FAMILY CAREGIVER SUPPORT SERVICES

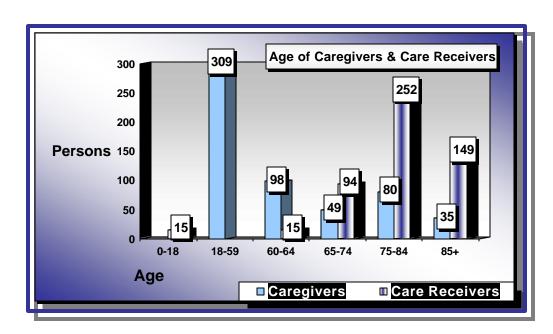
The National Family Caregiver Support Program was enacted as part of the 2000 reauthorization of the Older Americans Act. The program was designed to provide family caregivers with a comprehensive set of support services, including information, counseling, support groups, training and respite care.

In FY 2004/05 the Division of Aging continued to collaborate with the Marin Community Foundation, expanding services to nine agencies providing family caregiver support services, after a second competitive request for proposal process. We were able to significantly increase the number of caregivers served, reaching 604 caregivers, an 89% increase over the previous year, who cared for 566 persons. This represents the number of "registered" unduplicated individuals, or those whose demographic characteristics were captured at the time of service. There were many more caregivers served each quarter with services that did not capture detailed demographic data. Caregivers were predominantly women (77%), under the age of 60, married, working and caring for an older relative.

Following are some demographic characteristics of those served in FY 2004/05.

- ♦ 51% of caregivers were under age 60.
- ♦ 71% of care receivers were age 75 and over.
- ♦ 61% of caregivers were married; 21% were taking care of their spouses.
- ♦ 45% of caregivers worked; 28% worked full-time.
- ♦ 19% of caregivers care for more than one person.
- ♦ 5% of caregivers and 5% of care receivers live at or below the federal poverty line.
- ♦ 31% of care receivers lived alone.
- ♦ 14 care receivers were at risk of abuse.
- ♦ 13 caregivers were grandparents, caring for 15 grandchildren.

The following chart shows the age of caregivers compared to the age of care recipients.



STATUS OF FOUR-YEAR GOALS AND OBJECTIVES

The following goals and objectives worked on collaboratively by the Marin County Commission on Aging and the Division of Aging in FY 2004/05.

A. ADVOCACY

OBJECTIVE	ACTIVITY	STATUS
The Health Committee will focus Medicare issues in FY 2004/05, guest speakers, analyzing proportion drugs in Medicare and advoca meaningful prescription drugs under Medicare through June 30.	hosting prescription drug discount card osed ating for benefit 0, 2005.	Complete
The Health Committee will provi leadership to the MCCOA arour issues in FY 2004-05.	nd health program focusing on the nutritional needs of seniors by enlisting two speakers and advertising it widely in the community.	Complete
3. The Housing/Transportation Conwill track proposed development affordable housing for older addit will promote the inclusion of affordable senior housing in the Countywide Plan through June 3 2005.	speak before the Committee on several occasions; developed a position paper for the Planning Commission on affordable housing needs of seniors and possible locations in the county; testified before the Planning Commission and the Board of Supervisors presenting the Commission's position on the issue.	Complete
4. The Housing/Transportation Conwill continue to be a strong voice Paratransit Council and the Metronomic Transportation Commission to act for the fixed route bus and paraneeds of older adults through Ju 2005.	Paratransit Coordinating Council and advocated for seniors who ride paratransit and an increased capacity to accommodate the projected growth in seniors as baby boomers age; the Chair of the Committee was appointed to the Advisory Council to develop a short range transit plan for Marin County, representing the Commission on Aging.	Complete
5. Through June 30, 2005, the Hou Transportation Committee will e transit options for older adults the communities have implemented ware more accessible than Marin' currently available public transit paratransit options.	sing and Advocated for accessible taxis for seniors who are in wheel chairs or scooters to the Marin County Board of Supervisors. Which s	Complete

6.	The Housing and Transportation	Measure A passed!	Complete
	Committee will work to support the		
	passing of the County Congestion		
	Management Agency's proposal to		
	add a half cent sales tax which includes		
	funding for paratransit and other		
	transit needs of older adults in Marin		
	County through June 30, 2005		
7.	The Legislation Committee will	The Legislative Committee made several	Complete
	recommend support or opposition	recommendations to the Commission on	
	action(s) by the Executive and/or full	bills.	
	Commission regarding specific		
	legislative proposals that will be		
	analyzed during the FY 2004/05		
	legislative session		

B. LEADERSHIP IN DEVELOPING COLLABORATIVE PARTNERSHIPS

The Marin County Commission on Aging will provide leadership in the community to develop and expand partnerships among local government, community-based organizations, and consumers to further develop a collaborative system of services.

OI	BJECTIVE	ACTIVITY	STATUS
1.	Division of Aging staff will participate in and advise the Paratransit Coordinating Council of Marin County on issues related to operating a paratransit system for older adults whose disabilities precluded them from using public transportation. (C)	Staff attended monthly meeting of the PCC and participated in public hearings and other forms of advising management of the Transit District.	On-going
2.	Division of Aging staff will participate in and advise the Workforce Investment Board on issues related to older workers who are re-entering or continuing to work in the local employment market. (C)	Staff participated in the QIB and included the needs of older workers in the Division's long range planning.	Complete
3.	The Health Committee will continue to work with the Alzheimer's Association of the North Bay to update and implement the recommendations of the Division of Aging's Dementia Report during FY 2004/05.	A newly revised Dementia Resources Card was issued and distributed at the Senior Fair from a number of health and social services agencies booths.	Complete
4.	monitor the implementation of the Ombudsman Program Initiative in FY 2004-2005.	The Ombudsman Advisory Council, made up of members of the Health Committee tracked the progress of the recruitment and training of several new Ombudsman volunteers.	Complete
5.	Health Committee members will continue to collaborate with the Fall Prevention	A program was implemented in early fall 2004 to distribute a brochure on fall	Continue in next fiscal

OB	JECTIVE	ACTIVITY	STATUS
	Task Force and assist in the development of a program to prevent falls that will be implemented by the end of FY 04/05.	prevention resources to physicians' offices for patient education. An evaluation of the brochure's effectiveness began in June 2005.	year.
6.	The Elder Abuse Prevention Community Task Force will sponsor and organize one educational forum for the public and professionals on preventing elder abuse during FY 2004/05.	The MCCOA sponsored a workshop for seniors on preventing financial scams, identity theft and other forms of financial abuse.	Complete
7.	The Health Committee will continue to monitor the development of a Chronic Disease Prevention and Management program that is testing a pilot program during FY 2004/05.	Healthy housing was very successful in its first six months with 60 seniors being risk screened by public health nurses. Program management reported the operational details and screening results to the Health Committee	Complete
8.	The Nutrition Committee will continue to explore strategies that assure a cost effective and high quality nutrition program for older adults in Marin County through June 30, 2005. (PD)	The Nutrition Committee oversaw the monitoring of the nutrition services program.	Complete
9.	The Planning Committee will meet with two providers to learn about their programs and to brainstorm new strategies to meet the needs of older adults in Marin by June 30, 2005. (PD)	The Planning Committee met with Marin Center for Independent Living, Northern California Presbyterian Homes & Services, and the Ombudsman program and assisted with the program evaluation of the Information & Assistance program at Marin Housing.	Complete
10.	The Planning Committee will assist staff in preparing the annual area plan and convene a public hearing by May 1, 2005	The Planning Committee provided input and oversight of the Area Plan Update process and public hearing that was held in April, 2005.	Complete

C. INFORMATION DISSEMINATION

The Marin County Commission on Aging will foster the dissemination of information on topics of concern to older adults in Marin and to their families in order to facilitate timely access to services and to promote greater understanding of key issues impacting older persons.

OBJECTIVE	ACTIVITY	STATUS
 The Health Committee will plan and host an educational workshop on safe driving for older adults by June 30, 2005. 		Carry forward
The Fall Prevention Task Force will raise awareness of the importance of fall risk screening by distributing a brochure to	Evaluation of the program began in June 2005 to be completed in the fall 2005. It was decided not to submit an article for publication when one of the task force	Carry forward

OBJECTIVE		ACTIVITY	STATUS
	primary care physicians and ophthalmologists throughout Marin County by September 2004; and by working with the Marin Independent Journal to do a feature article to raise the public's awareness of how falls can be prevented by January 2005.	members did so and the daily paper did not print it.	
3.	Expand the Public Information Committee with other Commissioners and volunteers from the community in FY 2004-05.	One new Commissioner joined the Committee and it has effectively been able to continue the oversight of the Commission's public information efforts despite losing its Chair person.	Complete
4.	Prepare and disseminate information on the speakers' bureau and make four community presentations by June 30, 2005.	Two presentations were completed in FY 2004/05.	Partially complete
5.	Publish four issues of the Great Age newsletter between July 1, 2004 and June 30, 2005.	Four issues of <i>Great Age</i> were published.	Complete
6.	Produce the monthly cable television show, A Time For All Ages through June 30, 2005.	Eleven (11) new TV shows were produced and aired in FY 2004/05.	Complete

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SERVICE UNIT PLAN (SUP) and ACTUAL UNITS OF SERVICE DELIVERED: AN OBJECTIVE MEASURE OF PERFORMANCE

Each year, the Division of Aging contracts with local agency service providers who work toward accomplishing specific performance objectives that are outlined in the Division's service contracts.. All of the Division's administered contracts support our overall Service Unit Plan and each contract is measured against prescribed performance.

Our Service Unit Plan and our contracts are expressed in terms of program areas. These include

- ✓ Older Americans Act, Supportive Services (Title IIIB)
- ✓ Older Americans Act, Family Caregiver Support Program (Title IIIE)
- ✓ Community Based Services Programs

Within these categories of service, contract performance is projected in terms of units of service for each program. Units of service include *hours*, (for such areas as adult day health, case management, legal assistance, education and counseling); *meals* delivered or served, (for nutrition support); *contacts*, (for services including outreach, information and assistance, ombudsman visits) and rides, in the case of transportation.

For FY 2004-2005, for all services supported by *Older Americans Act, Title III* services, the Division and its community based providers met or exceeded 9 of our 15 performance measures. In this category, Transportation (rides), Legal Assistance and Ombudsman cases were provided at levels significantly higher than planned.

In our *Family Caregiver Support Program* area, our demonstrated performance revealed that eight (8) of our 11 planned activities met or exceeded our plan. In this program category, Information and Assistance, Transportation, Legal Assistance and Outreach all represented areas of over performance.

The *Community Based Services Program* area includes Alzheimer's Care, Brown Bag, Linkages case management and Senior Companion. In this area of service, seven (7) of the 11 performance objectives met or exceeded plan. Most notably, our Alzheimer's Client Days, projected at a level of 3,500 totaled an actual service level of 4,744 - (a 35% increase) Brown Bag, our food distribution program operated from the projected 20 sites and delivered 127,555 pounds of food to seniors – a measure 33% higher than projected.

The Division looks at each performance objective in terms of both over-performance and underperformance. In cases where service falls below expectation, we look first to determine whether the need justifies the planned level of service, and also review providers' process and strategy. This data helps us to determine necessary adjustment in our service plan and consequent contracts.

Overall, our Division's plan projected that our contract services would provide a total of 223,741 units of service across all categories; Actual service for FY 2004-2005 represented 250,719 units of service – or 112% of projected service levels.

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